

Lauren Xiaoyuan Lu

Curriculum Vitae

Tuck School of Business
Dartmouth College
100 Tuck Hall
Hanover, NH 03755

Phone: 603.646.3024
Email: lauren.x.lu@tuck.dartmouth.edu
Website: <http://faculty.tuck.dartmouth.edu/lauren-lu/>
Last Updated: 09/2025

Academic Positions

Tuck School of Business, Dartmouth College	Hanover, NH
2025 -	Norman W. Martin 1925 Professor of Business Administration
2022 - 2025	Professor of Business Administration
2020 - 2022	Associate Professor of Business Administration
2020 - 2022	Daniel R. Revers T'89 Faculty Fellow
Kenan-Flagler Business School, University of North Carolina at Chapel Hill	Chapel Hill, NC
2019 - 2020	Professor of Operations
2018 - 2020	Edward M. O'Herron Scholar
2014 - 2019	Associate Professor of Operations
2007 - 2014	Assistant Professor of Operations
Kellogg School of Management, Northwestern University	Evanston, IL
2018 Spring	Visiting Associate Professor of Operations

Editorial Positions

2024 -	Department Editor, <i>Manufacturing and Service Operations Management</i>
2024 -	Associate Editor, <i>Operations Research</i>
2017 -	Associate Editor, <i>Management Science</i>
2013 -	Senior Editor, <i>Production and Operations Management</i>
2016 - 2023	Associate Editor, <i>Manufacturing and Service Operations Management</i>

Nonacademic Positions

Oracle Corporation	Redwood City, CA
2000 - 2003	Senior Software Engineer, Enterprise Resource Planning

Education

Kellogg School of Management, Northwestern University	Evanston, IL
Ph.D. in Managerial Economics & Strategy	
Stanford University	Stanford, CA
M.S. in Industrial Engineering	
Johns Hopkins University	Baltimore, MD
M.A. in Biology	
Nanjing University	Nanjing, China
B.S. in Biochemistry	

Research Interests

- **Topics:** human-AI interaction, healthcare analytics, retail and e-commerce operations, digital platforms, global supply chain management
- **Methodologies:** causal inference, field experiments, economic and game-theoretic modeling

Peer-Reviewed Journal Publications

- [1] “Does Social Media Dominate Government Report Cards in Influencing Nursing Home Demand?” (with Y. Li and S. F. Lu), *Manufacturing and Service Operations Management*, 2023, 25(6) 2085-2105.
 - Featured in [Tuck Knowledge in Practice: Yelp Impacts Consumer Demand for Nursing Homes](#)
 - Featured in [McKnights Long-Term Care News: In the quest for Medicare patients, Yelp stars outshine Care Compare](#)
- [2] “Estimating the Stockout-Based Demand Spillover Effect in a Fashion Retail Setting” (with S. Li, S. F. Lu, and S. Huang), *Manufacturing and Service Operations Management*, 2023, 25(2) 468-488.
- [3] “Does Customer Email Engagement Improve Profitability? Evidence from a Field Experiment in Subscription Service Retailing” (with Y. Wang and P. Shi), *Manufacturing and Service Operations Management*, 2022, 24(5) 2703-2721.
- [4] “Does Nonprofit Ownership Status Matter for Firm Performance? Financial Distress and Ownership Conversion of Nursing Homes” (with S. F. Lu), *Management Science*, 2022, 68(7) 5127-5145.
 - Finalist, MSOM Society iFORM SIG Best Paper Award, 2023
 - Finalist, MSOM Society Award for Responsible Research in Operations Management, 2022
 - Featured in [Tuck Knowledge in Practice: Does Profit Motive Make Nursing Homes Better or Worse?](#)
- [5] “The Value of Health Information Technology Interoperability: Evidence from Interhospital Transfer of Heart Attack Patients” (with Y. Li, S. F. Lu, and J. Chen), *Manufacturing and Service Operations Management*, 2022, 24(2) 827-845.
 - INFORMS CIST Best Paper Nomination, 2020
 - INFORMS CIST Best Student Paper Nomination, 2020
 - Featured in [Tuck Knowledge in Practice: Time is Muscle](#)
- [6] “Buyback Pricing of Durable Goods in Dual Distribution Channels” (with G. Esenduran and J. M. Swaminathan), *Manufacturing and Service Operations Management*, 2020, 22(2) 412-428.
- [7] “Optimizing Local Content Requirements under Technology Gaps” (with S. Cui), *Manufacturing and Service Operations Management*, 2019, 21(1) 213-230.
 - Featured in [M&SOM Blogs](#)
- [8] “Distance, Quality, or Relationship? Interhospital Transfer of Heart Attack Patients” (with S. F. Lu), *Production and Operations Management*, 2018, 27 (12) 2251-2269.
- [9] “Acute Myocardial Infarction in Patients with Paraplegia: Characteristics, Management, and Outcomes” (with S. F. Lu, S. C. Smith Jr., and X. Dai), *The American Journal of Medicine* (Impact Factor 5.3), 2018, 131(5) 574.e1-574.e11.

- [10] “Acute Myocardial Infarction in Patients with Paraplegia: Percutaneous Coronary Intervention or Coronary Artery Bypass Grafting?” (with X. Dai, S. F. Lu, and S. C. Smith Jr.), *JACC: Cardiovascular Interventions* (Impact Factor 11.4), 2018, 11(4) S8-S9.
 - Top 40 Abstracts of the Cardiovascular Research Technology (CRT) Conference, 2018
- [11] “Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes” (with S. F. Lu), *Management Science*, 2017, 63(11) 3566-3585.
 - Finalist, Pierskalla Award, Health Applications Society, 2016
- [12] “Dynamic Bargaining in a Supply Chain with Asymmetric Demand Information” (with Q. Feng and G. Lai) *Management Science*, 2015, 61(2) 301-315.
- [13] “The Role of Contract Negotiation and Industry Structure in Production Outsourcing” (with Q. Feng), *Production and Operations Management*, 2013, 22(5) 1299-1319.
- [14] “Supply Chain Contracting Under Competition: Bilateral Bargaining vs. Stackelberg” (with Q. Feng), *Productions and Operations Management*, 2013, 22(3) 661-675.
- [15] “The Strategic Perils of Low Cost Outsourcing” (with Q. Feng), *Management Science*, 2012, 58(6) 1196-1210.
- [16] “Capacity Allocation over a Long Horizon: The Return on Turn-and-Earn” (with M. A. Lariviere), *Manufacturing and Service Operations Management*, 2012, 14(1) 24-41.
- [17] “On the Role of Demand and Strategic Uncertainty in Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *International Journal of Industrial Organization*, 2010, 28(4) 383-389.
- [18] “Lumpy Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *Operations Research*, 2010, 58(4) 1178-1193.
- [19] “Incentives for Quality through Endogenous Routing” (with J. A. Van Mieghem and R. C. Savaskan), *Manufacturing and Service Operations Management*, 2009, 11(2) 254-273.
- [20] “Multimarket Facility Network Design with Offshoring Applications” (with J. A. Van Mieghem), *Manufacturing and Service Operations Management*, 2009, 11(1) 90-108.
 - Second Prize, POMS College of Supply Chain Management Student Paper Competition, 2007

Working Papers under Review/Revision

- [21] Fulfillment by Amazon as a Strategic Lever: Anticompetitive or Welfare Enhancing? (with Y. Li, J. A. Van Mieghem, W. Xiao), 2025
- [22] Generative AI in Action: Evidence from Alibaba’s E-Commerce Customer Service Operations (with X. Ni, Y. Wang, T. Feng, Y. Wang, C. Zhou), 2024
 - Featured in [Tuck Knowledge in Practice: How Gen AI Can Boost Customer Service?](#)
 - Major Revision at *Management Science*
- [23] When Peers Matter More: The Dominance of Social Influence Over Algorithm Accuracy in Patient Decision Making (Previously titled “Information Disclosure and Acceptance of Algorithmic Advice: A Field Study on Human-AI Interaction in Healthcare Gatekeeping”, with S. Sun, S. F. Lu, W. Gu), 2024.
 - Best Paper Award, Conference on Health IT and Analytics (CHITA), 2025

- Finalist, INFORMS TIMES Best Working Paper, 2025
 - Runner-up, INFORMS CIST Best Paper Award, 2024
 - Major Revision at *Management Science*
- [24] Ship-Then-Shop as a Promotional Tool: Evidence from an Online Omnichannel Fashion Retailer (with Y. Wang), 2025.
- Under 2nd Major Revision at *Management Science*
- [25] “Do Inspection Delays Lead to Quality Decline? Evidence from U.S. Nursing Homes” (with W. Lin, S. F. Lu), 2025
- [26] “When Team Familiarity Backfires: Evidence from Cardiac Teams in the Emergency Department” (with X. Chen, Y. Li, S. F. Lu, W. Zhuang), 2025
- [27] Navigating Tariff Risks: Stockpiling, Sourcing Diversification, or Responsive Pricing? (with S. Cui, Z. Feng, B. Tomlin), 2025
- [28] “Nonprofit vs. For-Profit: Allocation of Beds and Access to Care in U.S. Nursing Homes” (with Y. Jiang and J. A. Van Mieghem), 2024.
- Finalist, INFORMS Health Applications Society Student Paper Competition, 2021
 - Major Revision at *Manufacturing and Service Operations Management*
- [29] “Gender Bias in Job Assignment: Evidence from Retail Frontline Managers” (with R. Chen, S. F. Lu, and S. Huang), 2024.
- Featured in [Tuck Knowledge in Practice: Why Are Women Dropping Off the Corporate Ladder?](#)
 - Major Revision at *Operations Research*

Invited Book Chapters

- [30] “Supply Chain Management” (with J. M. Swaminathan), in *International Encyclopedia of Social and Behavioral Sciences*, edited by James D. Wright. Elsevier, 2015, 2nd edition, Vol 23, pp. 709-713.
- [31] “Outsourcing Design to Asia: ODM Practices” (with Q. Feng), *Managing Supply Chains on the Silk Road: Strategy, Performance and Risk*, edited by Çağrı Haksöz, Ananth Iyer, and Sridhar Seshadri. CRC Press, 2012, pp. 169-184.

Honors & Awards

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|------|---|
| 2025 | Finalist, INFORMS TIMES Best Working Paper |
| 2025 | Winner, Conference on Health IT and Analytics (CHITA) Best Paper Award |
| 2024 | Runner-up, Conference on Information Systems and Technology (CIST) Best Paper Award |
| 2023 | Finalist, MSOM Society iFORM SIG Best Paper Award |
| 2022 | Finalist, MSOM Society Award for Responsible Research |
| 2021 | Finalist, Health Applications Society (HAS) Student Paper Competition |
| 2020 | Nominated, Conference on Information Systems and Technology (CIST) Best Paper Award |
| 2020 | Nominated, Conference on Information Systems and Technology (CIST) Best Student Paper Award |
| 2018 | Top 40 Abstracts of the 2018 Cardiovascular Research Technology Conference |
| 2017 | MBA Teaching All-Star, UNC Kenan-Flagler |

- 2016 Finalist, Health Applications Society (HAS) Pierskalla Award
- 2015 Meritorious Service Award, *Management Science*
- 2014 Meritorious Service Award, *Management Science*
- 2012 Weatherspoon Award for Excellence in Undergraduate Teaching (awarded to one faculty member annually at the Kenan-Flagler Business School, UNC-Chapel Hill)
- 2011 Honorable Mention, The Chinese Scholars Association in Management Science & Engineering (CSAMSE) Best Paper Award
- 2011 Meritorious Service Award, *Management Science*
- 2010 Meritorious Service Award, *Manufacturing & Service Operations Management*
- 2009 First Prize, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
- 2007 Second Prize, POMS College of Supply Chain Management Student Paper Competition

Invited Presentations

2026

- 1) Invited seminar, Foster School of Business, University of Washington (scheduled)

2025

- 2) Invited seminar, Tepper School of Business, Carnegie Mellon University (scheduled)
- 3) Invited seminar, Columbia Business School (scheduled)
- 4) Invited seminar, McDonough School of Business, Georgetown University
- 5) Invited seminar, The Wharton School, University of Pennsylvania

2024

- 6) Invited keynote speaker, the Conference on Artificial Intelligence, Machine Learning, and Business Analytics, Yale School of Management
- 7) Invited seminar, Haas School of Business, UC-Berkeley
- 8) Invited seminar, David Eccles School of Business, University of Utah
- 9) Invited seminar, Hong Kong University Business School
- 10) Invited speaker, the Mostly OM Workshop, School of Economics and Management, Tsinghua University

2023

- 11) Invited seminar, Anderson School of Management, UCLA
- 12) Invited seminar, Marshall School of Business, University of Southern California
- 13) Invited seminar, School of Management and Economics, The Chinese University of Hong Kong, Shenzhen
- 14) Invited seminar, CUHK Business School, The Chinese University of Hong Kong
- 15) Invited seminar, PolyU Business School, The Hong Kong Polytechnic University
- 16) Invited seminar, Desautels Faculty of Management, McGill University
- 17) Invited seminar, School of Business, University of Connecticut
- 18) Invited seminar, Institute of Economics, School of Social Sciences, Tsinghua University
- 19) Invited seminar, Smeal College of Business, Penn State University

2022

- 20) Invited seminar, School of Economics and Management, University of Science and Technology Beijing (virtual)
- 21) Invited seminar, Qatar Computing Research Institute (virtual)

2021

- 22) Invited seminar, Johns Hopkins University, Carey Business School (virtual)
- 23) Invited seminar, University of Michigan, Ross School of Business (virtual)
- 24) Invited seminar, Boston College, Carroll School of Management (virtual)
- 25) Invited seminar, UIUC, Gies College of Business (virtual)

2020

- 26) Invited seminar, U.S. Department of Health and Human Services, the Assistant Secretary for Planning and Evaluation (virtual)

2019

- 27) Invited seminar, University of California - Riverside, School of Business
- 28) Invited seminar, University of California - Irvine, The Paul Merage School of Business
- 29) Invited seminar, CUNY, Baruch College, Zicklin School of Business
- 30) Invited seminar, Rutgers Business School
- 31) Invited seminar, Dartmouth College, Tuck School of Business
- 32) Invited speaker, Workshop on Innovative and Data-Driven Operations, Antai College of Economics and Management, Shanghai Jiao Tong University
- 33) Invited speaker, UNC Business of Healthcare Research Convocation

2018

- 34) Invited seminar, University College London, School of Management
- 35) Invited seminar, Northwestern University, Kellogg School of Management
- 36) Invited seminar, Tsinghua University, Department of Industrial Engineering
- 37) Invited seminar, University of Science and Technology of China, School of Economics & Management
- 38) Invited seminar, University of Texas at Dallas, Naveen Jindal School of Management

2017

- 39) Invited seminar, Cornell University, Johnson School of Management
- 40) Invited seminar, Georgetown University, McDonough School of Business
- 41) Invited seminar, London Business School, Management Science & Operations
- 42) Invited seminar, Penn State University, Smeal College of Business
- 43) Invited seminar, Shanghai University of Economics and Finance, School of International Business Administration
- 44) Invited seminar, Tsinghua University, School of Economics & Management
- 45) Invited speaker, The Economics of Aging Workshop, Kenan Institute, UNC-Chapel Hill
- 46) Invited speaker, Global Commerce Summit, Kenan Institute, UNC-Chapel Hill

2016

- 47) Invited seminar, Fudan University, School of Management
- 48) Invited seminar, National Chiao Tung University, Department of Information Management and Finance
- 49) Invited seminar, National Taiwan University, College of Management

2015

- 50) Invited seminar, University of British Columbia, Sauder School of Business

2014

- 51) Invited seminar, Chinese Academy of Social Sciences, Institute of Population and Labor Economics
- 52) Invited seminar, Tsinghua University, School of Economics & Management

2013

- 53) Invited seminar, Carnegie Mellon University, Tepper School of Business
- 54) Invited seminar, INSEAD, Technology & Operations Management
- 55) Invited seminar, London Business School, Management Science & Operations
- 56) Invited seminar, New York University, Stern School of Business
- 57) Invited seminar, University College London, Department of Management Science & Innovation
- 58) Invited seminar, University of Southern California, Marshall School of Business
- 59) Invited seminar, University of Texas at Dallas, Naveen Jindal School of Management

2012

- 60) Invited seminar, Washington University, Olin School of Business
- 61) Invited Speaker, ISOM Workshop, Warrington College of Business Administration, University of Florida

2011

- 62) Invited seminar, Duke University, Fuqua School of Business
- 63) Invited seminar, Nanjing University, School of Management and Engineering

2010

- 64) Invited seminar, Dartmouth College, Tuck School of Business
- 65) Invited seminar, Northwestern University, Kellogg School of Management

2009

- 66) Invited seminar, Columbia University, IEOR Department

2008

- 67) Invited seminar, University of North Carolina at Chapel Hill, STOR Department

2007

- 68) Invited seminar, Columbia Business School
- 69) Invited seminar, New York University, Stern School of Business
- 70) Invited seminar, Southern Methodist University, Cox School of Business
- 71) Invited seminar, University of California at Berkeley, Haas School of Business
- 72) Invited seminar, University of California at Berkeley, IEOR Department
- 73) Invited seminar, University of Chicago, Graduate School of Business
- 74) Invited seminar, University of North Carolina at Chapel Hill, Kenan-Flagler Business School
- 75) Invited seminar, University of Pennsylvania, Wharton School
- 76) Invited seminar, University of Rochester, Simon School of Business
- 77) Invited seminar, University of Texas at Austin, McCormick School of Business
- 78) Invited seminar, Washington University, Olin School of Business
- 79) Invited seminar, Western University, Ivey Business School

Recent Conference Presentations

“Generative AI in Action: Field Experimental Evidence on Worker Performance in E-commerce Customer Service Operations”

The Business and Generative AI Conference, Wharton School, University of Pennsylvania (2024)
INFORMS Annual Meeting (2024)

“Gender Bias in Job Assignment: Evidence from Retail Frontline Managers”

INFORMS Annual Meeting (2023)
POMS Annual Meeting (2023)

“Why Do Women Struggle to Climb the Corporate Ladder? Evidence from Frontline Managers in a Sportswear Retail Chain”

INFORMS Annual Meeting (2021), MSOM Supply Chain Management SIG Meeting (2021)
INFORMS Annual Meeting (2020)

“Does Ownership Conversion from Nonprofit to For-Profit Benefit the Public? Evidence from U.S. Nursing Homes”

INFORMS Annual Meeting (2018), POMS Annual Conference (2019)

“Procurement Contracting under Product Recall Risk”

INFORMS Annual Meeting (2018)

“Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes”

INFORMS Annual Meeting (2017), MSOM Conference (2017), INFORMS Healthcare Conference (2017), POMS Annual Conference (2017), INFORMS Annual Meeting (2016), POMS Annual Conference (2016)

“Optimizing Local Content Requirements under Technology Gaps”

INFORMS Annual Meeting (2018), INFORMS Annual Meeting (2017), MSOM Conference (2017)

Teaching

Tuck School of Business, Dartmouth College

MBA: Digital Operations (2025 winter)
MBA: Supply Chain Management (2021-present)
MBA: Data-Driven Analytics for Innovative Operating Models (2022-2024)
MBA Global Insight Expedition (GIX): AI and Data-Driven Innovation in the Chinese Economy (2023)
Executive Education: Developing Competitive and Data-Driven Supply Chain Strategies
Advanced Management Program (2022-present), Next Steps (2022-2025), WBENC (2022)

Kenan-Flagler Business School, UNC-Chapel Hill

MBA: Supply Chain Management (2011-2019)
MBA: Strategic Sourcing (2019)
EMBA: Sustainable Operations (2013-2018, co-taught with Vinayak Deshpande)
BSBA: Operations Management (2008-2017)
BSBA: Supply Chain Management (2014-2019)
PhD: Special Topics: Operations and Economics (2016-2018, co-taught with Ali Parlakturk).

Kellogg School of Management, Northwestern University

MBA: Supply Chain Management (2018 Spring)

Teaching Cases Developed

Specright: Revolutionizing Specification Data Management (with Laura Foti), 2023

PhD Students

Yao Li (Northwestern, dissertation committee), expected graduation 2026
Yangzi Jiang (Northwestern, dissertation committee), 2022, placement: The Chinese University of Hong Kong, Shenzhen
Yiwei Wang (UC-Irvine, dissertation committee), 2021, placement: Zhejiang University
Songtao Li (Tsinghua, co-author), 2021, placement: Alibaba
Yao Li (Tsinghua, co-author), 2021, placement: Southern University of Science and Technology
Ruoran Chen (Tsinghua, co-author), 2021, placement: Southwest Jiaotong University
Yuanchen Li (Purdue, co-author), 2020, placement: Tongji University

Oguz Cetin (UNC, dissertation committee), 2019, placement: Indiana University
Nagarajan Sethuraman (UNC, dissertation committee), 2019, placement: University of Kansas
Maggie Zhang (UNC, dissertation committee), 2018, currently at Santa Clara University
Gang Wang (UNC, dissertation committee chair), 2014, placement: founder and CEO of ApplySquare
Gokce Esenduran (UNC, dissertation committee), 2010, currently at Purdue University

Undergraduate Student Research

Elena Raccuia, Dartmouth College, Presidential Scholar Award (2023)
Shay Desai, Dartmouth College, Presidential Scholar Award (2023)

Editorial Service

Department Editor, *Manufacturing & Service Operations Management*, 2024-present

Associate Editor, *Operations Research*, 2024-present

Associate Editor, *Management Science*, 2017-present

Associate Editor, *Manufacturing & Service Operations Management*, 2016-2023

Senior Editor, *Productions and Operations Management*, 2013-present

Review Panelist, *NSF Future Manufacturing Program*, 2020

Referee, *Management Science*, *Operations Research*, *Manufacturing and Service Operations Management*, *Productions and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*, *IEEE Transactions on Engineering Management*, *European Journal of Operational Research*, *Decision Sciences*

Society Service

MSOM Society

Chair, M&SOM Journal and Editorial Review Committee, 2023
Chair, Supply Chain Management Special Interest Group (SIG), 2017-2019
Steering Committee for the MSOM Data Driven Research Challenge, 2018, 2020, 2022
Subdivision Liaison to INFORMS, 2017-2018
Co-Chair, Student Paper Competition, 2017
Judge, Student Paper Competition, 2010-2016
Secretary/Treasurer, 2012-2014

POM Society

President, College of Supply Chain Management, 2021- 2023
President-Elect, College of Supply Chain Management, 2018-2020
POMS Doctoral Consortium: Excelling in Research and Teaching Panel, 2019
Teaching Expert Panel, College of Supply Chain Management, 2017
Student Paper Competition Final Round Jury, College of Supply Chain Management, 2014, 2021, 2022, 2023
Student Paper Competition Judge, College of Supply Chain Management, 2008, 2011, 2014-2016
Best Paper Competition Judge, College of Health Care, 2017, 2019, 2020

Health Applications Society

Pierskalla Award Judge, 2019-2021

Miscellaneous

JFIG Paper Competition Judge, 2019-2020
CSAMSE Best Paper Competition Judge, 2021

Conference Service

Guest Department Editor, MSOM Healthcare SIG Meeting, 2024
Co-Chair, MSOM Healthcare SIG Meeting, 2020 (Cancelled)
Co-Chair, MSOM Supply Chain SIG Meeting, 2017
Organizing Committee, MSOM Conference, 2017
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2016
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2015
Track Co-Chair for Supply Chains, INFORMS Annual Meeting, 2012
Track Co-Chair for Negotiations and Contracts in Supply Networks, POMS Annual Meeting, 2011
Session Chair, POMS Annual Meeting 2011- 2016, 2019, 2023
Session Chair, INFORMS Annual Meeting 2009, 2012-2018, 2021
Referee, MSOM & SIG Annual Meetings 2011, 2012, 2014, 2019

Internal Service

Dartmouth College

Title IX Council, 2024-2027

Tuck School of Business, Dartmouth College

Promotion and Tenure Sub-committee, 2024-2025
Executive Education Committee, 2024-2025
Strategy Committee, 2023-2024
Academic Honor Committee, 2023-2024
Undergraduate Bridge Program Committee, 2023
Faculty Representative, AACSB Review, 2023
Faculty Panel, Women in Business Conference, 2022
MBA Admissions Faculty Committee, 2021-2022
Meet the Professors, Tuck Launch, 2020
Alumni Lifelong Learning Program, 2022

Kenan-Flagler Business School, University of North Carolina at Chapel Hill

BSBA Program

Faculty advisor, Undergraduate Operations Club, 2015-2017
Ad-hoc undergraduate operations course review and credit appeals committee, 2017-present
Faculty advisor, undergraduate case competition, first prize, the National Supply Chain Case Competition, 2015
Faculty facilitator, Undergraduate Business Symposium, 2015

MBA Program

MBA curriculum advisor/career advisor/concentration leader, Operations Concentration, 2016-2017

EMBA Program

Faculty committee, UNC-Tsinghua Dual-Degree Program, 2013-2018
Faculty interviewer, UNC-Tsinghua Dual-Degree Program, 2015-2018

PhD Program

PhD admission coordinator, Operations Area, 2016
PhD curriculum committee, Operations Area, 2014
PhD admission Subcommittee, Operations Area, 2008

Conferences/Workshops/Seminars

Organizing committee, UNC Operations Healthcare Workshop, 2019
Organizing committee, UNC MSOM Conference, 2017

Organizing committee, the Business of Healthcare Conference, Kenan Institute, 2017
Co-organizer, Jr. Faculty Operations Workshop, 2013
Co-organizer, UNC-Duke Operations Management Workshop, 2010, 2012
Co-organizer, Operations Seminar Series, 2007, 2009-2010

Miscellaneous

Weatherspoon BSBA Teaching Award Committee, 2013-2015